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USAREC

May 1992

Recruiter Journal



*Staying in School
in Kansas City*

A Young Man Turns His Shaky Past Into a Solid Future

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My wife and I went to Georgia a weekend ago for a rite of passage. Our grandson Chris, 21, was graduating after 16 arduous weeks of basic infantry training at Ft. Benning, and we wouldn't have missed it.

We went with his parents, our son Doug and daughter-in-law Jacqueline. We flew together to Atlanta, rented a car and drove to the Hilton Columbus in Columbus, six miles from the fort. The hotel is charming. It is built on the site of a Civil War warehouse and employs some of its original bricks. At dinner we learned that Georgians talk different. They do not say "you all," as I supposed, nor even "y'all." They say "yaw." "Yaw enjoy your dinner now."

The ceremony was to start at 9 o'clock the next morning. The fort lies on green rolling hills surrounded by piney woods. Fortunately, we arrived early. We parked and were standing on a hill above the assembly hall when we heard a distant chorus of male voices chanting in cadence. It was thrilling.

Soon a company of soldiers in dress greens topped a rise, marching in ranks. Their shoes fell on the road in rhythm with their chant.

They sang:

I got a letter in the mail

Go to war; go to jail;

And it won't be long 'til I get back home.

Mama don't you cry.

Your little boy ain't gonna die.

The company marched past us, eyes straight ahead, arms and legs swinging in unison.

Another chorus sounded in the distance and soon another company appeared in the road and marched toward us. As it neared, we saw our man, on the edge of a rank. He grinned. His eyes moved briefly toward us.

As an ex-Marine I was shocked. If only slightly, he had broken ranks. Thank God his drill instructor, marching to the left of the front rank, had not noticed.

The hall was crowded with relatives and friends. The two graduating companies were seated up front in the wings. We made eye contact with Chris again, and this time he smiled and waved with impunity.

The fort band was at the back, blasting out military marches. We stood for the "Star-Spangled Banner" and the invocation. A colonel talked briefly, a French liaison officer made a speech about brotherhood. Now and then the soldiers would express their approval or disapproval by barking — one short bleat, in unison.

Afterward we met Chris briefly outside and then followed him back to his barracks. His comrades were packing their bags for their various assignments. Chris told us he had been assigned to Panama and had to leave that afternoon. His mother was dismayed. Panama seemed like the end of the world to her. Besides, she had hoped he would be able to spend two days with us.

We drove him into town for lunch, then took him to the hotel, where we had adjoining rooms. He was repentant over his lapse of discipline. "When I saw you I just couldn't help it," he said. "If the DI had seen me, I'd be doing push-ups for a week."

We reminded him that he was through with his DI forever. He was going to a new world. He was a soldier, not a boot. He said he had to repack his bag. He dumped everything on the floor, including four camouflage uniforms. He said he had to get one pressed. The hotel didn't do pressing, but they said they could send up an ironing board and iron, which they did. My wife wound up ironing the young man's uniform. She is an expert.

He had to be at the airport at 4 o'clock. He was flying to Charleston at 4:30 and on to Panama at midnight. The Army doesn't fool around. Only two other men from his company had been assigned to Panama. It was not regarded as easy duty.

We said our good-bys and watched him vanish into the boarding tunnel. He had had his troubles as a teenager. But he had a sense of honor and a sense of humor. In a recent letter to us he had griped about the hardships and humiliations of basic training, as all soldiers do: "It's been one hell of a 16 weeks here, but then I wasn't going to straighten out my life overnight. I've learned here to appreciate the values that freedom carries. And it feels good to know that I'm able to contribute to keeping this country free."

We waited in the terminal, looking out the window, as the plane taxied to the end of the runway, turned and took off. We watched it rising into the sky and vanishing over the horizon.

We knew, as the Army says, that he was going to be all that he can be.

Jack Smith

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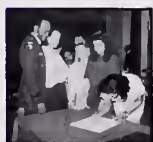
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Cover photo: BG Julius Johnson, commander of the 1st ROTC Region, watches Kansas City Northeast H.S. students sign a Stay in School declaration. (Photo by Ginger Morrow)

The way I see it

All "The Way I See It" forms received by the USAREC Chief of Staff are handled promptly. Those that are signed and include a phone number will receive a phone call within 48 hours of receipt. Those with addresses will receive a written response approximately 3 weeks from receipt.

A spouse writes:

Dear Recruiter Journal,

After reading your March issue, I have found out that there was little or no word about recruiters' spouses. So I, a fresh recruiter's wife, would like to share some of my concerns with you. To give you a clearer picture, please allow me to translate them into numbers.

First, our orders directed us to Columbus, Ohio, where the cost of living is way too high for an Army paycheck. The rent we pay is over \$100 more than the BAQ we get, and the cost of utilities per unit is double the amount we have paid on our previous duty station. This difference alone accounts for approximately \$200.

Second, the free medical care guaranteed by the Army turned out to be CHAMPUS with \$300 deductible per year plus 20 percent of all medical care paid from my own pocket.

Next, I would like to refer to the recruiter's work and his working hours. My husband is away from home an average of 70 hours a week. Compared to his civilian counterparts with a 40-hour a week schedule, that is 30 hours overtime weekly or 120 hours monthly. This is not a time of war or national emergency, in which case every spouse would be most supportive and understanding. Our family life, which the Army likes so much to emphasize, is deteriorating, and it is not easy to explain to two small children why Daddy is almost never home. Furthermore, if my husband's station accomplished its mission, that is not good enough. According to the team concept the successful station has to make up for other stations which did not meet their missions so they all would meet the company's mission.

It may be called team work, but in my eyes it is a weak delegation of responsibility. What is the motivation for a station that is not meeting the mission if the other stations will have to make up the loss? And last, there is no chain of concern or any kind of support for the recruiter's spouse as it was promised in the welcome package. Also, the nearest military base is 80 miles away, so that cuts out my PX and commissary privileges.

On the whole, this letter was initiated by the article "Hidden Heroes" by Kathleen Welker whom I would like to ask if all that is described above is what she refers to as "occasional inconvenience recruiting duty causes." I do not feel that the special duty pay is enough compensation for this job. In addition, my husband has not received his duty pay, nor has he seen his LES for the past two months. I also find the remark of SFC Meyers included in the article, "Not surprisingly, the issue of long hours does not surface because their hours are already long," [to be] highly insensitive. I think this issue ought to surface.

I am sure my opinions expressed in this letter are shared by many other spouses, and I would appreciate any constructive solutions from USAREC leading to improvement of this status quo which was jokingly referred to by prior recruiters as "USAREC your marriage." I also hope you will print this letter and remove the impression that your publication is pure propaganda.

Katharina Rucker

Editor's note: I would like to use this letter to initiate a forum for response to Mrs. Rucker's comments. She makes a number of points that I am sure other recruiter spouses would like to address.
—KW

A Harrisburg Battalion spouse writes:

First of all, I think everyone should be aware of the family support available and a phone number to contact if the need arises. This information should be made available to wives also.

When I felt I needed help, I didn't know who to contact. I felt alone for about 6 months.

One day in the mail I received a letter with a phone number to call for anyone having a family crisis. It was a relief to contact someone to talk to and try to have some of your questions answered.

I feel the people I spoke to were a big help and I thank them for being there.

Another Harrisburg Battalion spouse writes:

As the wife of a recruiter, I see the need for support primarily from my husband. However, my husband cannot lend any support to the family because of his working conditions, environment and the demands his job puts on him.

Twelve-to-fourteen-hour days, 6 or 7 days per week is inexcusable. Monday through Friday my children barely see their father. On the few hours he manages at home on weekends, it is impossible to spend quality time with the family, maintain a home, and recover physically and mentally from the week.

To my best recollection, he supposedly earns a 3-day pass every time he makes his mission. However, the long weekend never materializes because the time can't be spared from accomplishing the next month's mission.

Needless to say, medical and dental care is another concern. My husband has been told he must drive 3 hours for a root canal (a three or four visit procedure). Our family dentist is 5 minutes away, but he cannot utilize those facilities. As a consequence he lives with the pain, sometimes to the point of driving himself to the emergency room in the middle of the night.

The family wants my husband to quit smoking (and he does also), but again there is no support. We've been told we have to pay for professional help (a doctor and nicotine patches). If life could be made a little easier for the recruiters, then the whole family would reap the benefits, and so would the U.S. Army.

Personnel responds:

MG Wheeler's memorandum dated 7 Mar 90, subject: Duty Hours and Time Off, states that "Our people are our most valuable asset. We can't expect them to run forever without a breather." This memo states guidelines for recruiter hours of operations and suggests not working on Sundays, national holidays and so forth. Although MG Wheeler's comments are guidance, the local CLT is ultimately tasked with making mission and controlling policy on hours and time off, based on mission accomplishment and the needs of the soldiers.

A three-day pass is good company policy for those who make mission; however, it is the recruiter's job to schedule himself the time off. Schedule the time off in his planning guide, let his station commander and the CLT know that he is taking the time off, and then make sure to do it. This may require coordination with another recruiter to pick up his testers, take applicants to the MEPS, etc. The key here is that a three-day pass is only good if it is taken. If a three-day pass is a company policy, the station commander and the recruiter should do their parts to take advantage of the policy and see that the rules are carried out.

Battalion commanders are only authorized to approve up to \$250 worth of dental care on a soldier per year. Since your husband has already used his allotted amount, an exception to policy was requested from the Medical Treatment Facility. This request was denied; therefore, the soldier must be sent TDY by the battalion to obtain the necessary dental care required.

Your husband is to be commended for wanting to kick the smoking habit; however, Title 10 of the U.S. Code does not permit soldiers to obtain elective health care from civilian facilities. Limited elective medical care (i.e., stop smoking and drug/alcohol programs) are available at Medical Treatment Facilities on a supply and demand basis. We recommend that the soldier contact the nearest Army MTF to see if a smoking program or alternative treatment program is available.

How do you see it?

Send your comments on the form on page 15.

Uniform changes update

■ From head to toe, soldiers' uniforms are changing. An update on these new looks was recently released by the Soldier Policy Division, Office of the Deputy Chief of Staff for Personnel.

The Army has adopted the Marine Corps' style for the all-weather coat, said Col. Terry Hulin, chief of the division. The Army coat is black, double breasted and belted. Hulin said going with the Marine style is less expensive than creating a new coat, "because the design specifications are already there." It's also cheaper for the Department of Defense to order greater quantities of the one model for two services, he said. The new coat's material will be 65 percent polyester and 35 percent cotton, which should hold the color better than the current material, according to the Soldier Policy Division update. At first, the new design will be made from existing half-polyester-half-cotton fabric until that stock is depleted. Men's sizes are now available; women's coats should be available in late summer. The coat, in its new fabric, is expected to appear in clothing sales stores by the end of the year. The tentative possession date is Oct. 1, 1997.

The windbreaker also has a new look, with a zipper front, inverted welt pockets, shoulder loops, knitted waistband and sleeve cuffs. The women's style has bust darts. Officers' jackets have a knitted collar; the enlisted style has a shirt-type collar. The outer fabric is a polyester/wool blend, with a water-resistant finish. It should only be dry cleaned. The new windbreaker

is now available; the old style may be worn until Sept. 30, 1993.

Another item of cool-weather clothing is the black pullover sweater, which is now acrylic, instead of wool. This optional-purchase sweater has the same design



as the "wooly pully." Selected soldiers are evaluating the lightweight sweater now. The sweater was expected to be available in the summer of 1992, but that depends on the test results and any design changes that may be needed, Hulin said.

By Oct. 1, all officers should be wearing shoulder marks with black background, rather than the green background. General officers were required to have the black shoulder marks by Oct. 1, 1990.

Women should not be wearing the black beret anymore, the Soldier Policy Division update stated. Sept. 30, 1991 was the end of its authorization; now, all soldiers must have two garrison caps.

Soldiers who haven't yet bought the Army physical fitness uniform items have run out of time; the deadline was April 1. Since April 1, they must have the second T-shirt and shorts, plus the sweat suit.

Black is now the color for jungle boots, according to the Soldier Policy Division. Available now, the boots are more durable and feature speed laces. In 1986, the Army chief of staff authorized the Armywide optional wear of jungle boots, except where uniformity is required, such as in formations. Soldiers may continue wearing the old green boots as long as they're available and serviceable.

Finally, the Army is phasing out the OG 408 green, cushion-sole sock, in favor of a black sock. Again, this is in the interest of saving money by using the same item another service has — this time, the Air Force, Hulin said. Soldiers may continue to wear the green socks as long as they're available; when they're unserviceable, they should be replaced with the black. The black cushion-sole sock became available in November 1991; the Army will begin issuing it to new soldiers in FY 93. A date has not been set for the exclusive wear of black socks.

Downsizing hits 830 Guard and Reserve units

■ On March 26, Defense Secretary Dick Cheney forwarded to Congress a list of 830 National Guard and Reserve units to be reduced or inactivated during the next two years. Nearly 80 percent of the Guard and Reserve units to be inactivated were intended to support active duty units, also being eliminated, in Europe.

ARNEWS

Check your check

■ There was more money in your paycheck starting in March and less money withheld for federal income tax, according to the Defense Finance and Accounting Service.

The Federal Income Tax Withholding Tables have been revised to give taxpayers more money in each paycheck; however, the Internal Revenue Service tax tables have not been revised. In order to have adequate taxes withheld, it may be necessary for some soldiers to file a new Form W-4, Employee's Withholding Allowance Certificate.

Mythological patron poses WAC attributes

■ The goddess Pallas Athene, symbol of the Women's Army Corps, did not retire when the WAC colors were furled in 1978. And neither has her well-known image faded away. Her visage appears on license plates, key rings and matchbook covers. Former "WACs" use soap, coffee mugs and golf tees engraved with her likeness. This isn't crass commercialism; it's lasting love. Athene symbolized what the WAC was all about — womanly excellence and strength, in peace and in war.

"She represented all we in the Corps were about — dedication to keeping the peace, an emphasis on top performance of duty, and a kindness of spirit," said retired SGM Helen Allen, of the WAC Foundation at Fort McClellan, Ala.

Athene, often spelled "Athena," was Greek mythology's goddess of war, storms, lightning and thunderclouds. But she also ruled over wisdom and contemplation; skill, spinning and weaving; and horticulture and agriculture. And she watched over people who worked in art, industry and education. Athene was the No. 1 promoter of general happiness.



"To express both sides of her character — terrible and mighty as compared with open, gentle and pure — she had the double name of Pallas Athene," explains a WAC Museum display. "Pallas was applied to her functions as the goddess of storms, battle and conquering. She presided over battles, but only to lead on to victory, and through victory to peace and prosperity. When the war is over, and the peace has been planned, then...the goddess Athene reigns in all gentleness and purity."

Other Army branch insignia represent particular functions of a group. But WAC duties were so diverse that no one symbol could be chosen. Thus was selected the multifaceted Pallas Athene. "Pallas was the goddess of the womanly arts, and she meant that you could adjust and adapt to get the mission

done," said retired 1SG Molly Edwards, a WAC member from 1957-1977. "She symbolized pride in our work, appearance and Army role."

Edwards pointed out that when the WAC was disestablished in 1978, women still on active duty wore their new branch insignia, but hid Pallas Athene brass behind their collars. This, she said, wasn't out of disregard for their new position, but out of respect and loyalty to the Corps.

ARNEWS

Kuwait Liberation Medals

■ The Army recently received its allocation of 316,000 Kuwait Liberation Medals from the Saudi Arabian government for Persian Gulf War soldiers. To be eligible, a soldier must have served in the Southwest Asia Theater of Operations between Jan. 17, 1991 and Feb. 28, 1991. Detailed eligibility requirements have been provided to Army Personnel Service Companies and Centers. Medals will be distributed to commanders for presentation after soldier entitlements are verified and reported. Since the Kuwait Liberation Medal is a foreign award, it does not require orders. KLM ribbons are now available for optional purchase at most military clothing and sales stores.

ARNEWS

Handling objections

No sale takes place without objections. Objections give you, the recruiter, important direction as to where the prospect is in the sales process. When a prospect begins to object, he or she is responding to what you are saying. This is important because you can then be assured that the prospect has been touched emotionally by what has been said. It is critical that you understand that the objections are not aimed at you personally — they are not rejections. Objections are simply questions to get more information.

Let's look at objections to get a better understanding of what they are and the need for them in the sales process (if you get no objections, they probably aren't buying). And let's examine a specific method for handling them professionally and successfully.

You should remember the Law of Six when handling objections. This law says that there are basically not more than six major objections to buying an enlistment or commission.

These are the six most frequently raised objections you will encounter in your sales presentation. Your job is to uncover those six objections and to develop logical answers for them.

Take some time to think back to your recent sales interviews. Reflect on the objections that were presented to you throughout these interviews. List them on a piece of paper. Then identify the six most common ones that you have had to overcome. Since these are the most common objections you have had in the past they will, in all probability, be the most common ones you will encounter in the future. Developing logical answers for them now will prepare you to handle them more professionally in the future, thereby improving your success.

To properly handle an objection you must first determine whether or not the objection is a condition. An ob-

jection is a question, a request for further information. A condition is a genuine reason not to buy. When a prospect states that he or she doesn't want to enlist or process for a commission because of the physical fitness requirements for the Army or the Army Reserve, this may be a valid objection. However, if the prospect has a physical deformity that prevents performance of physical activity, this becomes a condition. Your job as a professional salesperson is to make this call and determine whether or not the objection is a condition.

Hear the objection out! Frequently objections are given as conditions. To determine whether or not a condition exists, hear the objection out as though it's the most fascinating story you've ever heard. Showing

great interest in what the prospect is saying accomplishes three things. First, it helps you to determine if it is a condition. Second, you continue to build a trust bond and increase your probability of success by listening and

strengthening the friendship factor. Finally, by letting the prospect continue to talk, he or she will frequently answer their own objection.

When you receive an objection, ask for an elaboration. A very good question which you can ask in response to any objection is, "Mr. Prospect, why do you feel that way?"

Or you can ask this question, the most powerful question in selling: "How do you mean . . . ?" It is open-ended and allows the prospect to elaborate.

Always refer to the objection as a question, and *compliment* the prospect for raising the objection. One effective way to do this is to say, "Thank you for asking that question." You should encourage the prospect to object as much as possible from the very beginning of the sales presentation. You want to get all the objections out, and you want to do this as early as possible.

***The most powerful
question in selling:
"How do you mean . . . ?"***

A good system of handling objections is called the **Feel, Felt, Found Method**. This is a method based on social proof that turns the objection around 180 degrees. After hearing the objection out and complimenting the prospect, you can say, "I understand how you feel. Many others (or you can name other people with like interests who are known by the prospect) have felt the same way, but they found that... (here you handle the objection [answer the question]) ..." This is perhaps the best method to turn an objection (or question) to your advantage in the sales process.

Remember the following acronym for future use in handling objections: **R E A D Y**.

R — Reverse it. This method is where you reverse the objection by showing the prospect that it may be the very reason he or she should enlist.

E — Explain it. This is a method where you explain fully the part of your product to which the objection is directed, thereby answering the request for further information.

A — Admit it. In this method it is important that you minimize the part that is objectionable. An example of this method is when the prospect says that the physical requirements of basic training are too tough. Your answer would be, "Yes, basic training is tough. However . . ." Notice that the word "too" (as in "too tough") is left out of your answer, minimizing the objection.

D — Deny it. Deny any facts about the Army that are obviously untrue. However, it is important to do this in a warm manner where you can maintain mutual

trust and respect with your prospect. Do not be offensive when using this method.

Y — Ask why. Ask for an elaboration on the objection. Remember, the most powerful question in selling is, "How do you mean . . . ?"

In handling objections it is important that you always **be agreeable**. Two of the most powerful words that you can use in human relations are, "I understand." When you agree with the prospect, he or she likes you more. The prospect's level of self-esteem goes up. The result is that you have a better chance to make the sale.

Assertions are not proof, so you must **provide evidence** to reinforce your answer to the objection. Again, testimonials are a form of social proof and can be of great value in providing this evidence.

You have determined if the objection is a condition. You have heard it out and complimented the person on asking the question. You have been agreeable while

using the **Feel, Felt, Found Method** to handle the objection, and you have provided evidence to reinforce what you have said. What else is there to do?

Once you have completed all the steps above, it is time for you to **confirm acceptance**.

Say to the prospect,

"Are you happy with that?" "Does that satisfy you?" "Is that what you want?" Or ask any other question where the prospect will answer yes, confirming acceptance of the answer to his or her question. Remember, buying desire goes up every time the prospect says, "Yes."

HQ USAREC Training & Plans Directorate

We are continually faced with great opportunities brilliantly disguised as unsolvable problems.

— Anonymous

Training Tips

Question: What is a good method to put the **Law of Six** to use in my selling skills?

Answer: First identify the six major objections prospects give in your sales presentation. Write them down. Then rephrase and write each objection in the form of a request for more information. Develop a complete, intelligent answer for each of these questions using the **Feel, Felt, Found Method** and one of the methods from the acronym **R E A D Y**. Write this answer out and study it daily.

What proof or evidence can you offer to back up your answers? Remember, assertions are not proof. Identify the evidence or proof you need to answer each question, and keep this proof with you for easy access when needed.



THE
ARMY NURSE CORPS

Spirit of Nursing Award

IN COOPERATION WITH THE NSNA

On any given day at the University of New Mexico, he may be found arranging the details of a student nurse career day, preparing a research project presentation, or studying for a nurse clinical.

Rob Rayner, the 1992 winner of the Army Nurse Corps' Spirit of Nursing Award, believes that preparing for a nursing career in-

On the campus of the University of New Mexico, Army nurse recruiter SFC Debra Kohel and Student Nurse Association president Rob Rayner discuss the chapter's upcoming career day. (Photo by Diane Fierro)

volves more than a strong commitment to academic excellence. He sees nursing as a potentially dynamic force in the health and wellness field, his vision involving nurses as competent leaders and caring professionals.

Rayner was honored in April as the second recipient of the national Spirit of Nursing Award, a program sponsored by the Army Nurse Corps with the National Student Nurses Association. He was chosen from among over 300 undergraduate candidates to receive the award honoring exceptional nursing students.

Rayner, a senior in the bachelor of science in nursing program, chose the nursing field because of the unique contribution nurses make as compassionate workers. After earning a bachelor's degree in urban planning and spending 10 years as a successful investment trader in banking, he began looking



for a more satisfying line of work that dealt with people.

"It was the time in my life to make a shift," Rayner, now 36, said about his switch from finance to health care, "although I had to begin again with the very basics of biology and chemistry."

Long hours of study, detailed preparation for clinicals, and even a professional-quality research project paid off for Rayner. He now has a 3.94 grade point average and is scheduled to graduate with honors in May.

Equally important to Rayner, though, is his vision of the nursing profession as a vital force in health care. He believes that too often nurses are treated as manual workers, viewed with the stereotyped "bedpan" image by the public and no feeling of teamwork by other health care workers.

"Being the best they can be as professional nurses is the way to win over people to a new image of our profession," Rayner said. "It takes a whole new image of nurses, from their level of education to the shine on their shoes."

Part of Rayner's preparation for assuming a nursing leadership role has been his involvement with the National Student Nurses Association. After a period of inactivity, the UNM chapter has taken on new vitality this year under Rayner's term as chapter president.

Rayner regards his chapter's recent career day for College of Nursing students as the NSNA's

best activity so far, bringing students in direct contact with potential employers and nursing organizations. His NSNA involvement also provided him a forum to work with the local Army nurse recruiter, SFC Debra Kohel, who provided information about ANC opportunities to student nurses.

Rayner's academic achievement and student leader experiences have added strength to perhaps his most important professional trait, a caring approach to patients.

recently validated by the results of an honors research project he conducted, which has been accepted for presentation at an undergraduate research conference this spring.

Associate Dean Dr. Donea Shane, head of the baccalaureate program at UNM, believes that the trait of leadership is one strong indicator of a nursing student's potential for success, as well as compassion and intelligence.



Left to right: COL Sharon Richie (USAREC's Medical Director), Dr. Donea Shane, Rob Rayner, and BG Nancy Adams (Commander of the Army Nurse Corps).

Inspired by great nurses of the past, he believes the most important role for nurses today is bringing awareness of the patient's psycho-social condition to the decisions of the total medical team.

"Students nurses are taught to 'listen' for a patient's pain," Rayner observed. "As nurses gain more experience, they tend to fall back on rating pain by test results and surrender their role as patient advocates." Rayner's beliefs were

"It's not uncommon to find one of these traits in any student nurse," Shane said, "but it's unusual to find them all in one person, like Rob Rayner."

"Rob exemplifies the best in nursing," Shane said, "with his ability to work well with many groups, his meticulous approach to problem-solving, and his nursing professionalism."

Dianne Fierro, Albuquerque Bn A&PA

Helping 'em stay in school

— a sincere effort in Kansas City

MG Jack C. Wheeler was standing on the sidewalk in Kansas City about a year ago having just left a COI event, in which he had addressed leaders of the Kansas City Black Chamber of Commerce. Two of Kansas City's most influential black leaders, Alvin Brooks, leader of the Kansas City ad-hoc committee on crime, and M.C. Richardson, Black Chamber leader, approached Wheeler and asked for help.

They told Wheeler that 45 percent of Kansas City's kids are dropping out of school, that more and more families are without male leadership and role models, and schools alone can't fight the problem. They asked if Wheeler could send a general officer to Kansas City to act as a role model to kids and to motivate adults to get involved. They asked if his recruiters would go into the schools, churches and community centers and be role models and mentors. Wheeler's answer to them was yes on all accounts. He told them that USAREC's Stay in School/Stay off Drugs program is not a ploy to get more enlistments but a sincere effort to help make a difference. USAREC wants to be involved in developing a society of excellence.

***'Stay in School is
not a ploy to get more
enlistments'***



BG Alfonso Lenhardt and LTC John Jolissaint meet with members of the Kansas City Black Chamber of Commerce. (Photo by Emillie Fredericks)

After that evening the Kansas City executive officer, MAJ Leroy Stevens, tasked the battalion Advertising and Public Affairs staff to develop a Stay in School action plan for the next school year that would not only use USAREC's national efforts and support, but would also bring the program to new and greater horizons.

Stevens said, "Write me a plan now, in April, and let's include it with our high school plan going out to the recruiters next month. This gives us four months to prepare and organize the elements of the action plan which will begin in September."

For the next month, the A&PA staff met with the education coordinator, recruiters, CLTs, educators, community leaders and business leaders to find out what is really needed. Also, it had to be remembered that this program is for the entire battalion, not just the immediate Kansas City area.

The Kansas City SIS action plan for the 1991-1992 school year not only contained the elements of the program but also listed the milestone schedule and report requirements for each level of the battalion for the entire year.

The action plan had four key elements to localize the program and build on what USAREC was already doing. These elements are divided into three phases. A kickoff phase in the fall, a mid-year phase, and an end-of-school-year phase. Dividing the programs into phases allows the recruiters to continue to visit the schools with new, inventive assistance throughout the year.

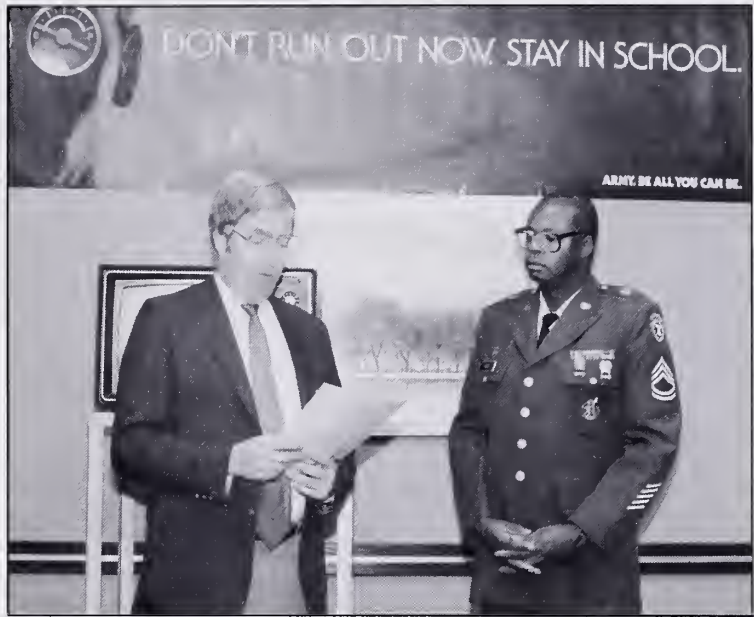
The key elements of the local program are:

- The participation of a local celebrity to endorse the program.
- A special kickoff week introducing the program in the five major cities of the battalion.
- Stay in School contract rally for schools.
- Guidance counselor of the year award.

The shoes of local celebrity were filled by the Kansas City Chiefs all-pro defensive end, Neil Smith. As part of Smith's endorsement of the program, a U.S. Army/Neil Smith Stay in School poster was developed. This poster was done in two versions: one for high schools and one for middle schools.

A distinguished role model, Smith has taken interest in the Army's message. The middle school poster shows Smith surrounded by children. The top of the poster reads, "Kansas City Chiefs, Neil Smith and the Army want you to have a chance at the dream"; at the bottom is "Stay in School — Army — Be All You Can Be." (See the back cover of this issue for a copy of the Neil Smith middle school poster.)

The Smith poster unveiling was part of the Phase I



During the kick-off week, Topeka mayor Harry Felker reads the SIS proclamation as recruiter SFC Robert James looks on. (Photo by Ginger Morrow)

kickoff plan. A special unveiling took place at a press conference at Arrowhead Stadium, home of the Chiefs. Following the press conference a luncheon with government leaders, business leaders and educators was held.

The Phase I plan also introduced the SIS program in each of the major cities of the battalion. Using COIs as the tool and general officers as speakers, five COI events were conducted during the kickoff week. Each COI involved a city proclamation and a full outline of the SIS program, including the Army's support efforts. Each COI was attended by the top educators, leaders and business people of the area. The media came out in force. Wichita, Kansas City and Topeka television stations showed extensive coverage of the program the evening of the event. Governors' proclamations were also done in both Kansas and Missouri.

Phase II of the program is the contract rally. The battalion developed an idea: Go into the schools and talk



Neil Smith addresses a press conference about the Stay in School program (Photo by Emilie Fredericks)

In This School 1991-92.

The unanimous Declaration of Education

When in the course of human events it becomes necessary for all people to understand that this nation's future is in the hands of our youth. We hold these truths to be self-evident that the education of American youth is not just an unalienable right but a prerequisite in beginning the journey to success as an adult.

Therefore, We the students of _____, in order to have the opportunity to compete for future success pledge to "stay in school" and graduate.

Our constitution offers the blessings of liberty to ourselves and our posterity, but only through education can we all compete with our peers and have the opportunity to stand on the pedestal of being a complete winner in life.

And for the support of this declaration we mutually pledge to each other, our lives, our fortunes, and our sacred honor to join in the United States Army's quest that all students stay in school and graduate.

The Kansas City Battalion Declaration of Education, printed on 24'x18' parchment, leaves plenty of room at the bottom for student signatures.

to high school assemblies and tell them to stay in school. Well, that's nothing new — all the battalions do that. So we added a kicker, a Stay in School Declaration of Education. This declaration looks just like the Declaration of Independence with similar, but different wording. Instead of being signed by John Hancock *et al*, the kids sign it, and it hangs in the school as a constant reminder of their commitment to stay in school. Also developed was an individual pledge card that the students sign during the assembly. Saved in their wallets or pockets, the pledge cards serve as personal reminders.

During the 91-92 school year, over 100 Stay in School contract rallies have been conducted in the Kansas City Battalion area. Guest speakers have included MG Wheeler and other high ranking Army officers, but most

of the rallies are conducted by the recruiters.

Besides the Declaration of Education, pledge cards and guest speaker, the "Tough Decisions" tape is shown at many of the assemblies.

Phase III starts in March. Every recruiter may nominate a guidance counselor at one of the local high schools to be guidance counselor of the year. Then a special panel of battalion personnel will pick a counselor of the year for each company and the battalion. The award plaques will be presented in May at a special COI.

Nominations should consider a counselor who:

- Supports and promotes ASVAB.
- Supports and promotes the Army Stay in School program.
- Allows recruiters to present Army opportunities in their schools and provides referrals.
- Shows genuine interests of partnership and teamwork with the recruiter.

The battalion can develop ideas and design programs, but the success in achieving our goals is up to the CLT, station commanders, and recruiters. Success has come to Kansas City with hard work and dedication of the entire team.

So look now at 1992-1993 and develop your ideas. Then take the summer to develop and organize it. With that, the execution is a breeze. Kansas City has next year's plan already underway.

Ginger Morrow, Kansas City A&PA



The SIS proclamation signed, Kansas Governor Joan Finney poses with then-commander LTC John Jolissaint and Ginger Morrow, the Bn SIS coordinator. (Photo by Bob Wrolstad)

Self-discipline

Editor's note: The following was found in the Baltimore Battalion newspaper, and seemed of pertinent interest not only to the recruiters of Baltimore, but to the Command at large.

Lately, the battalion commander and I have had the distasteful responsibility of being the messenger for the Army of Qualitative Management program results and the discharging of some in-house discipline.

The cause for these needed actions, in most cases, was lack of self-discipline. Lack of self-discipline regarding self (weight and physical fitness), regulatory guidance (relations with Delayed Entry members and mishandling of enlistment documents), drug and alcohol abuse, and selective non-compliance that affects performance.

At one time or another in my 23 years of the Army, you could have "soldiered" out of any one of these self-discipline problems. Today, to think that you can, is to be too self-assured or even brash because, the rules have changed.

It makes me sad when I reflect on an NCO who is optimistic, flourishing and successful, and who goes down for the count over an instance of lacking self-discipline. Then there is always more the crushing realization that now, a whole family is in distress. Whatever self-indulgent pump you get from this loss of discipline, can't be worth the consequences.

I am asking you as a fellow NCO to understand that the rules have changed and now is a time to demand disciplined performance from ourselves. This is not a subject that needs to be over studied because it is a quality we have been working on since day one of our military careers. This is not a case of life is not fair; but a case that you make your own luck. When dealing with your professional reputation, everything counts. Professional signatures are framed with self-discipline and building them is a daily task.

Take care of yourselves, your families and the United States Army.

About the author . . .



SGM Joseph B. Quig III was born in Lewis, Del. on March 4, 1948. He entered the Army on January 27, 1969; he received Basic Training at Fort Bragg, N.C., and Advanced Individual Training (Armor) at Fort Knox, Ky.

Quig holds an associate's degree in history from Elon College, Burlington, N.C. His military education includes Airborne School, Basic and Advanced Noncommissioned Officer Course (Armor) and the Sergeants Major Academy. His troop assignments include Korea, Germany, Fort Knox and West Point, N.Y. He has served as a tank commander, squad leader, platoon sergeant, drill sergeant, drill sergeant instructor and enlisted TAC at West Point.

Quig volunteered for recruiting duty in 1981 and reported to the Louisville Battalion in June 1981. He has served as a recruiter, limited production station commander, senior guidance counselor, senior operations sergeant, and for two years, as the Louisville Recruiting Company first sergeant. He was subsequently assigned to the Miami Battalion as the sergeant major in February 1987. Quig became the sergeant major of the Recruiting and Retention School, Fort Benjamin Harrison, Ind., in February 1989. He assumed duties as the Baltimore Recruiting Battalion sergeant major on August 1, 1991.

Quig and wife, Angela, have a daughter, Marie.

1. RA and USAR recruiters will brief high school counselors _____ on the Concurrent Admissions Program (CONAP) and ensure they have sufficient copies of the High School Counselor's Guide to CONAP.

- a. monthly
- b. quarterly
- c. semi-annually
- d. annually

2. A nurse applicant who has been non-selected for an appointment in the Army Nurse Corps may submit another application for appointment after one year has elapsed from the date of the _____.

- a. selection board
- b. USAREC packet acceptance
- c. counselor interview
- d. non-select notification

3. If an enlistee selects a CONAP college that is near the RS, the recruiter will arrange for the enlistee to visit and speak to _____.

- a. the Dean of Students
- b. the CONAP point of contact
- c. the VA representative
- d. the representative from the Admissions Registrar

4. The United States Army Reserve National Scholar/Athlete Award Program requires the recruiter to visit each assigned high school a minimum of _____ times per year.

- a. 2
- b. 3
- c. 4
- d. 5

5. For NPS members of the USAR, the recruiter of credit (RA or USAR) will telephonically contact the unit of assignment within _____ after enlistment to set up a date and time for the member's In-processing and Inbriefing.

- a. 3 working days
- b. 5 working days
- c. 10 days
- d. 15 days

6. The _____ is responsible for the disposition of USAR members who fail to report to their unit or the MEPS for entry on IADT, and for administration and personnel actions, effective from the date of enlistment.

- a. recruiter of credit
- b. recruiting station of credit
- c. USAR chain of command (i.e., TPU commander)
- d. battalion operations officer

7. JOIN is _____ that is used to assist recruiters in accurately structuring applicant expectations of the Army and Army opportunities.

- a. a training tool
- b. a sales tool
- c. a management tool
- d. a video tool

8. To terminate all functions in the JOIN/ARADS Interface Software during the RS commander's session in ARADS, press _____ until you are back to the main menu.

- a. F1
- b. Enter
- c. Shift + F9
- d. ESC

9. Only _____ may approve and sign waiver requests.

- a. the battalion commander
- b. the acting battalion commander (on orders)
- c. the battalion executive officer
- d. All of the above

10. Which of the following Military Occupational Specialties (MOS) is included in the Specialized Training for Army Readiness (STAR) program?

- a. 91Q10
- b. 91J10
- c. 92B10
- d. 91D10

11. Enlisted members of the USAR who desire to enlist in the Reserve Component (RC) of another U.S. Armed Force will be governed by _____.

- a. AR 140-10, chapter 9
- b. AR 601-210, chapter 5
- c. AR 140-111, chapter 2
- d. AR 135-101, chapter 3

12. Except as specifically provided by law, establishment of qualifications for enlistment in the RA and the USAR is the prerogative of _____.

- a. the Secretary of Defense of the United States of America
- b. the Chief of Staff of the Army
- c. the Congress of the United States of America
- d. the Secretary of the Army

13. When members of TPUs of the Selected Reserve are enrolled in the ROTC Advanced Course, they will be administratively advanced to grade _____, assigned as officer trainees, and simultaneously, become participants in the ROTC/SMP.

- a. E-5 (rank of sergeant)
- b. E-4 (with promotion to E-5 in 180 days)
- c. E-5 (rank of cadet)
- d. E-4 (no promotion authorized prior to commissioning)

14. The prospect talking about himself or herself as if he or she were already in the Army, touching or pointing to USAREC Pam 601-8, or grabbing the chin as if thinking are all examples of _____.

- a. negative buying signals
- b. emotions demonstrating a lack of interest in enlisting
- c. positive buying signals
- d. indecision

15. By the 31st of May each recruiter must have completed contact of _____.

- a. 100 percent of assigned male graduates
- b. 100 percent of all lists
- c. 100 percent of assigned male graduates and 85 percent of assigned seniors
- d. 95 percent of all lists

(Answers to this month's Test may be found on the inside back cover.)

The way I see it . . .

Vision implies change. Change is upon us. We are better off to participate in change and to help shape it than to be dragged along by change. You can help shape the future and make it better. You know your job better than anyone. What are your ideas for improving operations? Share them on the space below and mail this according to the instruction on the back of this form, postage free. Please be as detailed as possible when citing examples for improvement. Recruiters, support staff and family members are encouraged to use this space to voice ideas and concerns. If you desire a direct response to your comments or suggestions, please include your name and address. Names are not required.

Teamwork: Working together as a team we can accomplish more than working as individuals. Share your vision for the future of the U.S. Army Recruiting Command. All forms are mailed to and received directly by the U.S. Army Recruiting Command Chief of Staff, Fort Sheridan, Ill.

HQ USAREC Fm 1825, 1 Jan 91

Fold here second and secure with tape

DEPARTMENT OF THE ARMY
HEADQUARTERS
U.S. ARMY RECRUITING COMMAND
FORT SHERIDAN, ILLINOIS 60037-6000

OFFICIAL BUSINESS



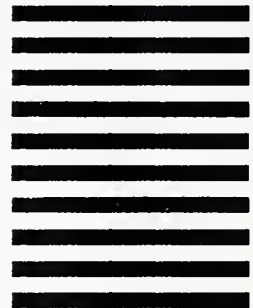
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Commander
U.S. Army Recruiting Command
ATTN: RCCS (Chief of Staff)
Fort Sheridan, IL 60037-6020



Fold here first

Noise on the line?



You have just dialed into ARADS, the connect is ok, but then “{ % { ! \$ } * & \$ } { ” passes across your screen. Or maybe the Kermit file transfer process just stops dead. You have no choice but to start the process over again, hoping it will work the second time. The problem may be phone communications and it could be with any portion of the circuit, from the gus box to the telephone switching station. Check the following items to see if they could apply to your site:

- The telephone cable from the phone jack on the wall to the gus box and the cable from the gus box to the JOIN must not pass near anything that has a magnetic field such as neon lights in the ceiling, a speaker, or something with a motor like an electric fan.
- The telephone cable should not run next to any electrical cable, conduit, or power extension cable. If an electrical line must be crossed, it should be crossed at 90 degrees (perpendicularly).
- The key system unit (KSU) and the JOIN computer should be on power surge suppressors and make sure that the KSU and JOIN are using grounded power.
- Shorted cables are a major cause of outages. Check the condition of the phone cable for breaks or kinks. A solid wire phone cable is stiffer and more likely to suffer a break; try to use phone cable which is flat as it contains stranded wire and is less likely to short. Secure the cable along baseboards or above drop ceilings. Avoid passing the cable through a doorway because it can be damaged by the door. *(See related story on page 18.)*
- When you are talking on the phone, listen for noise or an abnormal variation in the caller's voice. Ask them if they hear anything, too. If you suspect that the line is bad, call your battalion telephone communications control officer (TCCO) and ask that the phone company check the line. Ensure you get a call back with the answer.

In any case, if a problem continues with your dial-up communications contact your battalion TCCO for assistance or call the USAREC Modular Telephone System Hotline at 1-800-223-3735, extension 3722.

Jamie Richards, HQ USAREC IM

What do you know

about your phone?

Have you ever thought much about your office telephone? The USAREC modular telephone system (MTS) equipment was acquired in 1987 and fielded throughout the command. Since then, more than 2,000 units have been installed in headquarters, brigade and battalion offices and recruiting stations.

The divestiture of the telephone industry provided an opportunity for the purchase of telephone equipment and marked a departure from past leasing practices. With this purchase, USAREC and the Army have already saved more than \$5 million by using self-installable electronic key systems.

The term “key telephone” originated more than 60 years ago, carried over from the early days of telegraph and telephone. Each of the buttons on a key telephone is designed to close electrical contacts — they are the “keys.”

The driving force behind key (multi-line) telephone development was not engineers but rather the users. As more service was needed, a line and a phone were added. Soon offices were engulfed with telephones. Then in the 1970s, a more sophisticated microprocessor-controlled electronic telephone system entered the market. The USAREC modular telephone system, called the Inter-Tel System, is a successor to this technology.

The Inter-Tel GLX System is a versatile key telephone system designed to meet the needs of small businesses. The system is easy to install and maintain, and it offers a variety of features found on more expensive systems. This system can support a capacity of six telephone lines, 12 keysets, and two intercom channels.

The central equipment cabinet, also called the key service unit (KSU), houses numerous printed circuit boards. It has a central processing unit with 32K bytes of programmable memory. Using “squared” architecture, all telephone lines assigned to the system can be accessed from every keyset.

Many specialized telephone features designed to meet a wide range of customer needs are available. Some familiar features are: paging, speed dialing, conference calls, call waiting, call forwarding and last number redial. Another popular feature is the speakerphone that permits “hands free” conversation.

An important management characteristic of the system

is that they can be allowed, restricted, or controlled on an individual or group basis. For example, long distance calls can be restricted on certain instruments, on selected telephone lines, or after duty hours to prevent unauthorized use of the system.

So far, we’ve looked at the MTS technology and its capabilities. That leads us to what you, the user, must do to improve its performance. Proper installation can contribute a great deal to the system’s dependability.

With more than 2,000 systems installed, we have found that the majority of the outages (system malfunctions) are the result of improper installation.

- Select a central location for the KSU in order to minimize keyset cable lengths.
- Place the KSU in a climate-controlled location, allowing for adequate ventilation to prevent overheating.
- Use a surge suppressor to plug in the unit to a dedicated 105-125VAC, 15A electrical outlet.
- Route the keyset cables from each instrument to the KSU.
- Secure cables along baseboards or above drop ceilings.
- Avoid doorways. Shorted keyset cables are a major cause of outages.
- The system also requires initial installation programming.

Increased support from the battalion, brigade, and USAREC staff will be necessary. Initial emphasis for newly assigned personnel must certainly be on how to install and operate the MTS equipment in order to receive the benefits of today’s technology. The investment in this equipment and the potential for return depends on each of us.

This has been only a brief introduction to the technology and features of the MTS system. A good understanding will be needed to give you a sense of how it works. Take the time to read the equipment manuals to establish basic confidence on the equipment. If you have any problems with your system, remember, the MTS Hotline is only a phone call away — 1-800-223-3735, extension 3722.

Gus Pyroulis, HQ USAREC IM

'Up to no good'

— *USAR recruiter captures robber and still gets his applicant to the in-processing center on time*

February 28 started out as usual for SFC Vince Capasso, but then the ordinary became very dramatic and dangerous.

Capasso, a Reserve recruiter at Long Island Company's Coram Recruiting Station, arrived at a convenience store around 3:30 a.m. to get a cup of coffee.

As Capasso paid for the coffee, a young man entered the store. Capasso immediately knew the man was up to no good. That kind of recognition comes only with experience. Capasso is a retired police officer, with 21 years in the Nassau Police Department.

"I went outside to see if a car was running or if any accomplices were around. I didn't see anything so I assumed he was on foot," Capasso said. He got into his government car and pulled it up to what he thought would be the man's escape route. There were only two possible ways the man could flee.

Then he sat and waited for what he knew was coming next.

"I watched him walk up to the counter with a can of beer in his hand," he said. "The old guy at the register rang up the sale. When the register opened the young man hit the old man and grabbed the cash. The old guy tried to hang on to the robber's arm, the guy hit him again and knocked him down. Then the guy ran out the door and came straight for me."

As the man ran at the car, Capasso kicked open the door, sending the man flying. He hit the ground, stunned, but he was able to get up and take off running. Two of the convenience store employees chased him, but were unable to apprehend him.

Capasso gave the employees his business card and told them he could provide a good description of the culprit. With that, he left to pick up his applicant.

It had been 40 minutes since the incident, and Capasso was driving his applicant to Brooklyn. According to Capasso, as he turned the corner he saw the culprit walking down the sidewalk, only a half mile from the convenience store.

He pulled the car alongside of him and dove out. "I was on top of him before he knew what hit him," Capasso said. "I slammed him to the side of the car and pinned him. Then I just tore open the top part of the front of his jacket and sweatshirt and pulled them down, immobilizing his arms."

The sergeant then tied the perpetrator's wrists with his own sweatshirt, shoved him in the back of the car and drove back to the convenience store. The applicant was still sitting in the front seat, an

awestruck spectator to all the action.

The police were on the scene when Capasso walked the man back into the store. He turned the man over to the police and told them he would return that afternoon to make a statement. He then left for Brooklyn with his applicant.

After hearing all that had transpired, Diane, Capasso's wife, said, "You retired to get away from that stuff. You just can't leave it alone, can you?"

Capasso replied, "I got my enlistee applicant in to the processing center on time, and that's what counts, right?" They both smiled.

John Bonsal, New York City Bn A&PA



SFC Vincent Capasso

It's all in the family



Back row from left is SFC Don C. Smith Sr. and SSG Rodney N. Smith, center is Billie J. Smith. Front row from the left is SSG Barry E. Smith and SSG Don C. Smith Jr. (Family photo)

— *Recruiting, that is*

On October 6, one day before his 60th birthday, SFC Don C. Smith Sr., will retire from the Army with 26 years of military service. However, the most unusual feature of his retirement is that Smith will leave three sons still recruiting for the Army.

The entire Smith family is made up of recruiters, excepting Billie J. Smith, wife and mother. Smith Sr. is a USAR nurse recruiter at the Oklahoma City Recruiting Station, SSG Don C. Smith Jr. is an active Army recruiter at the Amarillo (Texas) Recruiting Station, SSG Barry E. Smith is a USAR recruiter in the Sheridan (Wyo.) station

and SSG Rodney N. Smith is an active Army recruiter at the Shawnee (Okla.) Recruiting Station.

All-in-the-family recruiting has not been a mere coincidence for the Smith recruiters. After talking with the four men, you soon realize that recruiting didn't just happen, they really love their jobs.

Smith Sr., a native Texan, first came into the military in the 1950s. After more than 6 years in service, he went back to civilian life but kept a desire for the military. "I like the camaraderie, esprit de corps, the people and the dedication to country," he said. In 1977 he entered the National Guard in an infantry mechanized unit, and later transferred to an artillery unit as a drill sergeant training NCO.

He started recruiting in 1986 and said, "I have been very successful. The reason I came into recruiting was because I wanted to see how people are brought into the Army. I wanted to know how we get these people. I wanted to go from the beginning through the whole process."

Don C. Smith Jr. is the oldest of the three sons and the newest recruiter. He came into the Reserve in July 1985 and was assigned to 2d Bn, 89th Regt, 402d Bde, 95th Div in Amarillo as a drill sergeant. He came onto active duty in June 1987 and has 7 years of military service.

Before Don Jr. came into recruiting he said, "I had heard about the good points and the bad points of recruiting. I decided the good points outweighed the bad." He

***'I like the camaraderie,
esprit de corps, the
people and the dedication
to country'***

completed Recruiting and Retention School on February 21, 1992, and says he does not foresee any difficulties in recruiting.

The middle son of the family is Barry. He has 16 years military service, 5 of those years in recruiting. He earned his gold badge in the first year of recruiting duty and earned the recruiter ring in 3 years.

About recruiting Barry said, "You need a high level of independence. You have to make decisions on the spot

***'The problem we have is
that it's hard to stop talk-
ing Army'***

without a supervisor being immediately available. Everyday is different, everyday is a new challenge. This job is dealing with people."

About his family he said, "They'll give me a call on bad days and it really helps. It may sound old-fashioned, but I have to give my folks a big pat on the back."

Rodney is the youngest Smith recruiter. He has 8 years in the Army and 31 months in recruiting.

"There's been a lot to learn about people and their personalities," said Rodney. "I quickly discovered that civilians think differently than military personnel."

Rodney volunteered for recruiting duty for career enhancement and a change of pace. He said the numbers can be stressful unless there is good leadership with understanding and compassion.

The one exception to recruiting in the family is Billie. She is employed in Amarillo as a sales director. When asked how she feels about all the family being recruiters she said, "I think it's neat." She feels she has sewn on more insignia than any mother, starting many years ago in her sons' childhood when they played Army.

"I think this dream was in the back of their minds even then," she said. At this point, she is looking forward to her husband's retirement and is very proud of her family's accomplishments.

At Christmas a year ago, the elder Smiths had a family reunion at their home in Amarillo. There was a total of 17 family members including grandparents and grandchildren. "There is never any family competition in recruiting," said Rodney. "The problem we have is that it's hard to stop talking Army and talk instead about our family."

Smith Sr. said he was not surprised when his sons came into the Army. Barry served in Urgent Fury and Don was in Desert Storm.

After having served in the Army for 26 years, Smith Sr. still does not want to retire but would like to stay in Army recruiting as an RTNCO, mentoring new recruiters in the nurse recruiting area. "If you love the military, you never get it out of your system," he said.

Pearl Ingram, RJ staff

McNelis displays his bass fishing trophies. (Photo by Helga Kolber)



Recruiting is like fishing

■ "Tournament bass fishing is a lot like recruiting," said SFC William Gene McNelis II, station commander of the Paris (Texas) Recruiting Station. He says that in both skills you must locate a certain objective within a specified timeframe, take it out of its environment, and then put it back someplace else.

As a part-time professional bass tournament competitor, McNelis relates his recruiting concept to bass fishing by acknowledging that the hunt for quality is there in both skills. Instead of recruiting "alphas," a bass fisherman is looking for the most weight he can find and still have numbers to go with the weight. Offering training or the Army College Fund to an applicant is like offering a spinner bait or a jig to a bass. If the applicant or the fish bites, you set the hook.

"I started fishing when I was old enough to hold a rod and reel, back in Oklahoma," said McNelis. He began competing in bass tournaments in 1984.

According to McNelis, most tournaments consist of two prac-

tice days and two tournament days. During the practice days an angler will spend up to 14 hours on the water daily. That time is divided into 6 hours for preparation and maintenance, 4 hours of fishing and 4 hours of sleep.

During the actual tournament an angler will spend about 8 hours on the water and between 4 to 6 hours preparation and maintenance, which includes map reading and eating.

"Needless to say, after 4 days and between 3,000 to 8,000 casts later, one feels a bit tired," explained McNelis.

McNelis moved to Michigan in 1985 upon receiving his first recruiting assignment. He joined a bass club which is a Bass Anglers Sportsman Society (B.A.S.S.) affiliated club.

When he was reassigned to Dallas, McNelis took a much needed break from tournament bass fishing. However, he said that he plans to hit it hard during the 1992 season.

A successful bass tournament angler must have skill, experience and determination to devote many hours to this sport, and his competitive spirit must prevail the same as in recruiting.

Helga Kober, Dallas Bn A&PA

Drug-free message

■ The Nashville Recruiting Battalion joined state agencies and community programs to spread the "Stay off Drugs" message during the 1992 Governor's Conference for a Drug-Free Tennessee.

Ssg Landon Giles and SFC James R. Davis, One Hundred Oaks (Tenn.) RS, prepared for the opening of the conference in the Nashville Convention Center.

The conference brought together more than 3,000 parents, students, educators, law enforcement officers and community leaders from across the state. With more than 170 booths, the conference offered over 90 workshops to address drug abuse problems.

At the battalion's booth, conference attendees could pick up handouts related to the dangers of drug abuse and the benefits of staying in school, get information on the Army recruiting Stay in School/Stay off Drugs program, and see the "It's Up to You" and "Tough Decisions" videos.

Marsha Hogan, Nashville Bn A&PA



Ssg Landon Giles arranges a display at the 1992 Governor's Conference for a Drug-Free Tennessee. (Photo by Jean Hildebrand)

Minneapolis Marathoners

■ While most of the country has been fighting off the flu and colds, Minneapolis Battalion has been hit with something called "marathon fever."

It started June 1991 when CPT Lanny Ray, 1SG Thomas Vine from Mankato Company Headquarters and SFC Michael Trickey, station commander of St. Cloud Recruiting Station ran Grandma's Marathon. This 26.2 mile race is held annually in Duluth, Minn.

This was the first marathon for Ray and Trickey and the second for Vine. Upon completion of the race the furthest thought from their minds was running another marathon, but a week later plans were underway for racing in the Twin Cities Marathon.



Clockwise from the left: SFC Michael Trickey, 1SG Thomas Vine, CPT Lanny Ray and CPT Sandra Jackson pose in front of Diamond Head after successfully completing the Honolulu Marathon. (Photo by Mary Lou Oreschnick)



Although the trunk is filled with tires and a full toolbox, Coleman displays his strength by picking up a car. (Photo by Carol Hall)

The 16th Annual Twin Cities Marathon added another person from the Minneapolis Battalion. The newest member was CPT Sandra Jackson, brigade nurse counselor. The weather was not cooperative, with 25 mile per hour wind gusts and temperature dropping from 37 degrees at the starting gun. This didn't dampen the spirits of the athletes. After this race, plans were being formulated to race in the Honolulu Marathon to be held 7 weeks later.

In December, the four runners took their place at the starting line in Oahu, Hawaii, with over 14,000 other runners. The weather was hot and humid. The sheer determination and drive to "be all you can be" came out in Minneapolis Battalion runners as they all came across the finish line.

While many dread the 2-mile run for the Army physical fitness test, these soldiers are again training for other upcoming marathons. Why would anyone *want* to run 26.2 miles? According to Trickey it is "the challenge of being able to finish it." Needless to say, these individuals are definitely meeting the challenge time and again.

Mary Lou Oreschnick, Minneapolis Bn A&PA

Power recruiting

■ He stands 6 feet, 5 inches tall, weighs 260 pounds, wears a size 17 shoe and is almost as powerful as a locomotive. Superman? Well, you won't see this guy wearing blue tights and a red cape, because he'll be wearing Army green. One of the Army's newest soldiers is not actually Superman, but Scott Coleman of Union, W.Va. He can bench press 650 pounds, dead lift 920 pounds and does 700-740 pound squats just for fun.

The 19-year-old human forklift says he joined the Army for the opportunity to compete in the Olympics and hopefully, to bring home the gold. He plans to compete in various powerlifting levels in the super heavyweight division and aspires to set a world record.

He began his Army career in April and will train in the computer field.

"If the Army gives me the chance, I know I can set some records because I will never give up. I will keep trying — always," said Coleman. "I have it in my mind what I want to do, and my heart and soul is in it!"

Dee Register, Beckley Bn A&PA

General visit

■ GEN Dennis J. Reimer, Vice Chief of Staff of the Army, took time out from a conference of installation commanders in San Destin, Fla., to visit the Fort Walton Beach Recruiting Station.

During his visit, Reimer talked with each member of the station asking questions about work hours, housing, medical facilities and the availability of commissary and post exchange facilities.

He also presented a recruiter ring to SSG Jonathan James from the Panama City Recruiting Station.

He gathered the recruiters together to commend them on the outstanding job done by them and other members of the recruiting command. He told them they were responsible for much of the Army success achieved during Desert Shield/Storm because of the high quality young people placed in the Army. He indicated great satisfaction in the ability of young soldiers, saying they make up the best educated and trained Army this country has ever fielded.

As the general departed, he again thanked the recruiters for their accomplishments and challenged them to continue meeting the needs of a smaller, educated, trained and highly motivated Army.

"We were honored that a man of his importance would take time out of a busy schedule to visit a recruiting station," said SFC Curtis Lewis, commander of the Fort Walton Beach Recruiting Station. "The general made us all realize just how important our jobs as recruiters are to the success of the Army."

John McCollister, Montgomery Bn A&PA



SSG Jonathan James receives his recruiter ring from the Vice Chief of Staff of the Army, GEN Dennis J. Reimer. (Photo by John McCollister)



Record setting mega-DEP

■ A spectacular mega-DEP function was recently held at Williams Air Force Base. More than 600 new soldiers, MG Jack C. Wheeler, guests and family members were on hand. Exactly 167 new soldiers were promoted to E-2, E-3 and E-4, which according to MG Wheeler is a USAREC record.

Charlotte Ward, Phoenix Bn A&PA

Real soldiers don't use CHAMPUS

Direct Care is what recruiters need

Consistent with law (Title 10, USC 1074) and AR 40-3, soldiers are required to obtain their health care from Department of Defense or Federal medical treatment facilities.

However, obtaining medical and dental care is not always as simple as going to your nearest troop medical clinic, military hospital, or dental clinic.

This is particularly important to recruiters, who generally reside too far away from a military installation to receive medical and dental care. When assigned in an area where there are no uniformed services medical treatment facilities, soldiers must follow certain procedures to

receive health care from civilian sources and have the Army pay for it. The program is called Direct Care for active duty members. It is not the same program as CHAMPUS, which serves family members only.

See Your HBA First

The first step in following regulatory procedure is to talk with your battalion health benefits advisor located in the S-1 office. The battalion commander can authorize routine care (i.e., problems that would require a sick call or clinic visit) — but only if the cost of the entire medical treatment is less than \$250. Prior written approval is required from the MEDDAC commander of your area when routine care costs exceed \$250. Your battalion health benefits advisor will

assist you in getting this approval.

Emergency Care

Emergency care may be received from civilian sources without prior approval. An emergency is defined as medical treatment necessary to prevent undue suffering, loss of life or limb, or when the urgency of the situation does not permit obtaining prior authorization. However, when hospitalized for an emergency, you (or someone acting in your behalf) should immediately notify the battalion commander or health benefits advisor.

Prescriptions

Only the costs of medication prescribed by a doctor or dentist are payable and covered by Direct Care. Bills may be forwarded through the



battalion HBA to the MEDDAC area commander for reimbursement.

The costs of maternity care for active members may be provided from civilian sources after approval is obtained from the MEDDAC area commander. However, if the service member takes leave and wants to deliver in the vicinity of leave address, a military medical treatment facility must be used.

Dental Care

Routine dental care is paid with the approval of the battalion commander if the total cost is less than \$250. Preventive care is authorized only once each fiscal year. Written approval is required from the area MEDDAC commander if costs exceed \$250. Emergency dental care (treatment for the relief of painful or acute conditions) may be received without prior written approval. However, emergency care is limited to the relief of the immediate emergency.

Eye Care

Eye examinations may be obtained from civilian ophthalmologist or optometrist. The examining physician should be asked to enter your eyewear prescription on DD Form 771. The DD Form 771 should then be forwarded to the nearest Army medical treatment facility for procurement of the eyeglasses. Only the MEDDAC commander can approve obtaining eyeglasses or contact lenses through civilian sources. Authorization for replacements are only made when eyeglasses have been lost, damaged, or destroyed. The government will only pay the amount authorized in AR 40-330, which may be a lesser amount than the actual cost.

Bill Payment

There are two options available for payment of health care bills from civilian sources, after prior approval is received. One option is that you

Without prior approval, YOU pay the bill

pay all the expenses yourself and then apply for reimbursement by forwarding proof of payment and the itemized bills through the battalion HBA to the MEDDAC area commander. This is considered the least desirable option. The second option is to submit itemized bills to your battalion health benefits advisor immediately for preparation of public voucher forms (SF 1034). The forms are then forwarded to the MEDDAC commander for your area.

The Bottom Line

By law, the Army cannot pay for unauthorized medical or dental care that did not receive prior approval. Health Services Command Pamphlet 40-4 further outlines civilian health care for active soldiers.

Remember, if you don't get prior approval from the proper authority, it is an unauthorized government expense — that means the soldier receiving that medical/dental care pays the bill. Also, if the bills are not submitted to the battalion HBA in a timely manner for processing, payment will be delayed.

If you have any doubts about the health care services available to you, be sure to contact your battalion health benefits advisor before seeing a doctor.

Pearl Ingram, RJ staff

Rings

ALBANY

SSG Merle Henry
SFC William J. Martinsen
SFC Leroy P. Stevens

ATLANTA

SSG Thomas E. Thompson
SSG Curtis J. Williams

BALTIMORE

SFC Hubert Ellerbe Jr.
SFC Steven J. Follmann
SSG Rita D. Jeczala
SSG Matthew J. Keller

BECKLEY

SFC Paul H. Messer
SSG Danny G. Smith
SFC Rickie D. Staples
SFC Michael F. Teubert

BRUNSWICK

SFC Barry N. Brown
SSG John C. Clark
SSG Mauricio A. Kenny
SFC Ramon Montambeault
SFC Andrew Pelzer
SFC John Rego

CINCINNATI

SSG Harvey F. Ferrell Jr.
SFC Daniel B. Johnson

CLEVELAND

SSG Frank Perkins

COLUMBUS

SFC Larry Gorski
SSG Dallas J. Love Jr.
SSG Alan W. Pierce

DALLAS

SFC Dale E. Owens
SSG Trevor E. Waite
SFC Donald W. McKay

DENVER

SFC Dwight L. Howe

DES MOINES

SFC Mark D. Czarnecki
SFC Ray E. Downing

HARRISBURG

SFC Dennis T. Allinder
SFC Robert E. Dearing
SFC David A. Hopkins Jr.
SFC Steven E. Jablonski
SFC Thomas J. Kampa
SFC Richard L. Klinger
SFC Leslie P. Lucas
SSG Michael E. Peters

HQ USAREC

SFC Charles A. Nelson

HOUSTON

SFC Irving E. Caldwell
SFC William J. Hollingsworth
SFC Gregory R. Robinson

INDIANAPOLIS

SFC Wilbert V. Jones

JACKSON

SSG Kenneth Crow
SFC Charlie L. Ricks

LOS ANGELES

SFC Rudy F. Sullivan

MIAMI

SFC Edward King
SFC Bert A. Rainy
SFC Beatrice D. Williams

MILWAUKEE

SFC Kelly S. Hermening
SSG Micheal E. Johnson

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SFC Michael J. Riedel
SSG Roger J. Tillman Jr.

MONTGOMERY

SFC Randy Ray

NEWBURGH

SFC Jeffery G. Dreitzler

SFC Mary E. Griffin
SSG Peter E. Smith

NASHVILLE

SSG Garry Warren
SSG Ulysses Washington Jr.

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SFC Joe N. Barnes
SFC Wallace C. Cummings Jr.
SSG Donald D. McKinley

OKLAHOMA CITY

SSG Michael Williams

PHILADELPHIA

SSG Nathan Benbow
SFC Michael S. Edwards
SFC Donald W. Johnson

PITTSBURGH

SFC Steven P. Dirxx
SFC Kenneth A. Kohl
SFC Jorge L. Munoz
SFC Gary L. Sanner
SFC John S. Truini

PHOENIX

SGT Steven M. Barton

PORTLAND

SFC Jessie Bell
SSG Vincent G. Carlson

SAN ANTONIO

SSG James W. Ingram
SSG Ronald S. Wickery

SEATTLE

SFC Gary W. Delong
SSG Olympio I. Magofna
SFC Michael J. Vailencour

SYRACUSE

SSG Fredrick L. Reio
SSG Merrill R. Zwicker Jr.

Gold Badges

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SFC Robert J. Fogarty II
SGT Otis D. Jamison
SSG Thomas L. Santistevan

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SSG Tony L. Toliver

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SGT Alvin J. Mixon

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SFC David G. Gabb
SGT Tyrone Russell
SGT Kerwyn Walston

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SFC Martin J. Stubeda
SFC David L. Vernon
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SSG Jimmy Smart

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SGT Michael E. Haff
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SSG Terry R. May
SFC Emmanuel Merced

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SSG Cecil E. Harrison
SSG John R. May
SSG Jack M. Peters
SSG Raymond L. Toves
SGT Albert L. Williams

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SFC Robert D. Ingalls
SGT Steven D. Ross
SGT Marc D. Siegfried

TAMPA

SSG Council Lambert

RSC Schedule

RSM May*

Cinema Van

BALTIMORE, May 11 - 15
DETROIT, May 4 - 13
INDIANAPOLIS, May 15 - 18
LANSING, Apr 28 - May 1
LOS ANGELES, May 4 - 22
MILWAUKEE, Apr 28 - May 1
NEW YORK, Apr 28 - May 5
PHILADELPHIA, May 4 - 25, 11 - 22
PITTSBURGH, Apr 28 - May 1
RALEIGH, Apr 28 - 30
TAMPA, May 4 - 29
SEATTLE, Apr 30 - May 31
SYRACUSE, Apr 28 - May 8

Cinema Pods

ALBANY, Apr 28 - May 8
BALTIMORE, May 11 - 22
DENVER, Apr 28 - May 15
LOS ANGELES, Apr 28 - May 22
SANTA ANA, Apr 28 - May 22

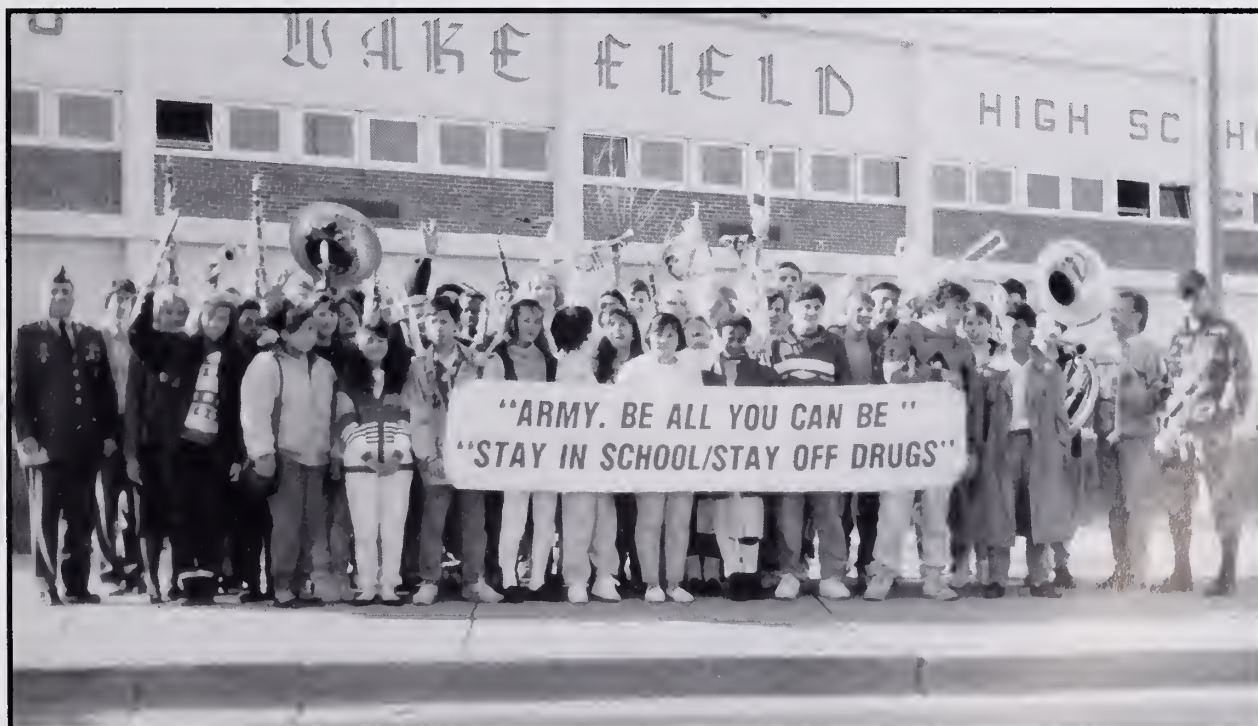
High Tech Exhibits

DALLAS, Apr 28 - May 13
NEW ORLEANS, May 15 - 27

* After RSM May, the cinema vans, pods and high tech exhibits will be back at RSC for refurbishing during the summer months.

Answers to the Test

1. D. USAREC Reg 621-2, para 2-2g(5)
2. A. USAREC Reg 601-37, para 4-4
3. B. USAREC Reg 621-2, para 2-2g(6)(c)
4. B. USAREC Reg 600-34, para 5d(2)
5. A. USAREC Reg 601-82, para 5a(1)
6. C. USAREC Reg 601-82, para 5c
7. B. USAREC Pam 350-4, para 1-5a
8. D. USAREC Pam 350-10, Chap 3, pg 3-2
9. D. USAREC Reg 601-56, para 1-8
10. C. AR 601-210, Table 7-1
11. A. AR 601-210, para 1-10
12. D. AR 601-210, para 1-7
13. C. AR 601-210, para 10-11b
14. C. USAREC Pam 350-7, para 6-12c(1)
15. A. USAREC Pam 350-8, para 4-11a

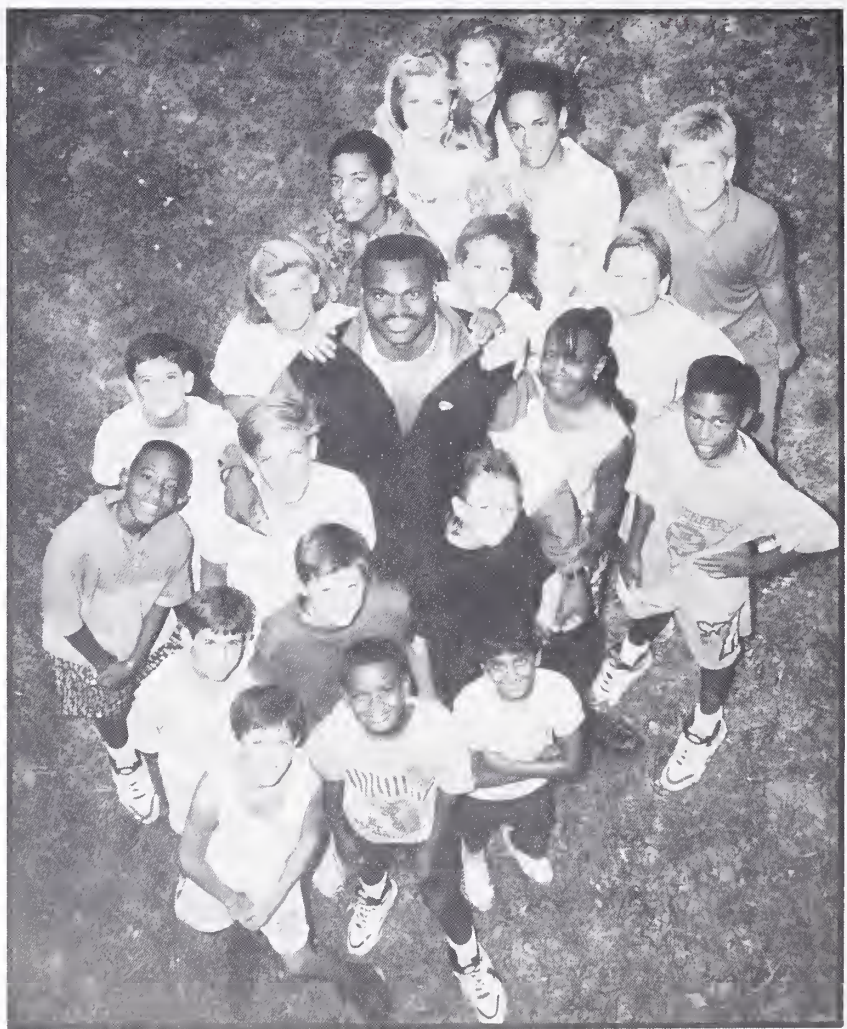


Students of Wakefield High School, Arlington, Va., show their support for the Army's Stay in School/Stay off Drugs Program. SFC Frank Colon, station commander of Arlington RS, has built a successful SIS program at Wakefield with the cooperation of Jane Vandell, guidance counselor. (Photo by Kevin Riordan)

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